

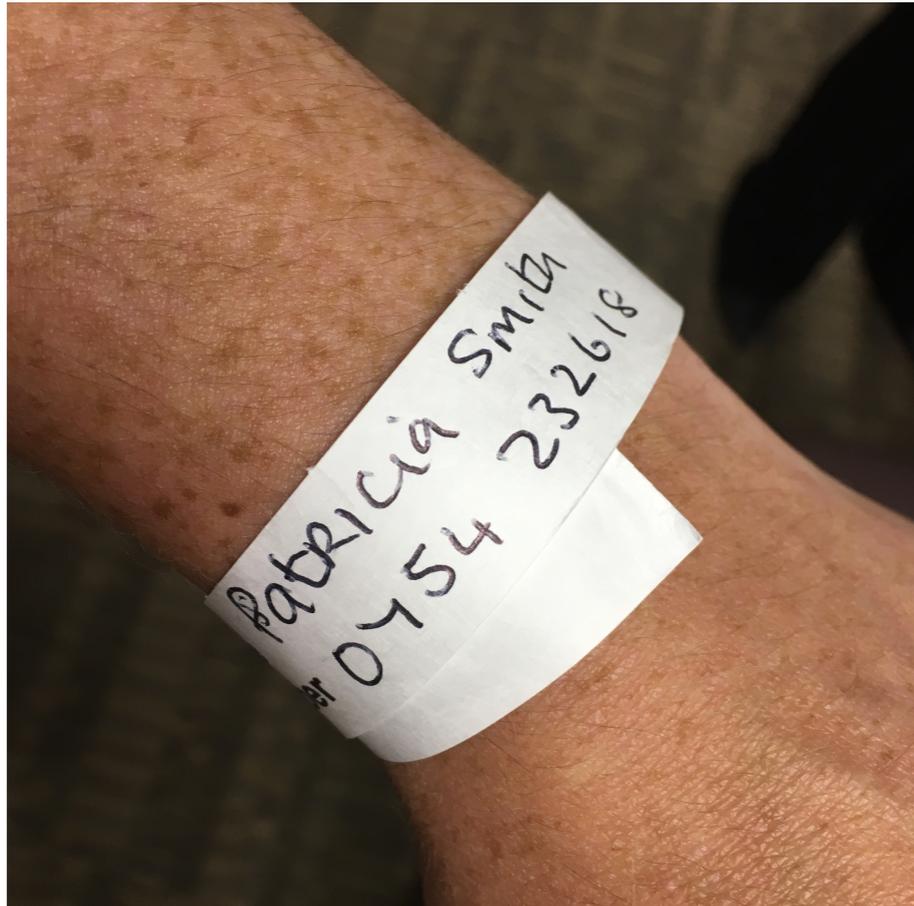
# I am going to Abbey Centre



I will be going to Abbey Centre on \_\_\_\_\_ with \_\_\_\_\_.  
We will get to Abbey Centre by \_\_\_\_\_.



Sometimes Abbey Centre can get quite busy. There will be lots of noises and people when I am out shopping. This is ok. I can use my \_\_\_\_\_ to help me feel better. I will stay close to \_\_\_\_\_ and listen to what they tell me to do.



My parents / carer know that we can request an ICE Wristband or to borrow a Sensory Pack from any staff personnel.  
My parents / carer fill in their details on my wristband and help me to put my wristband on my arm.

If I get lost and cant find \_\_\_\_\_ I should find someone and explain that I am lost.

People that can help me are;

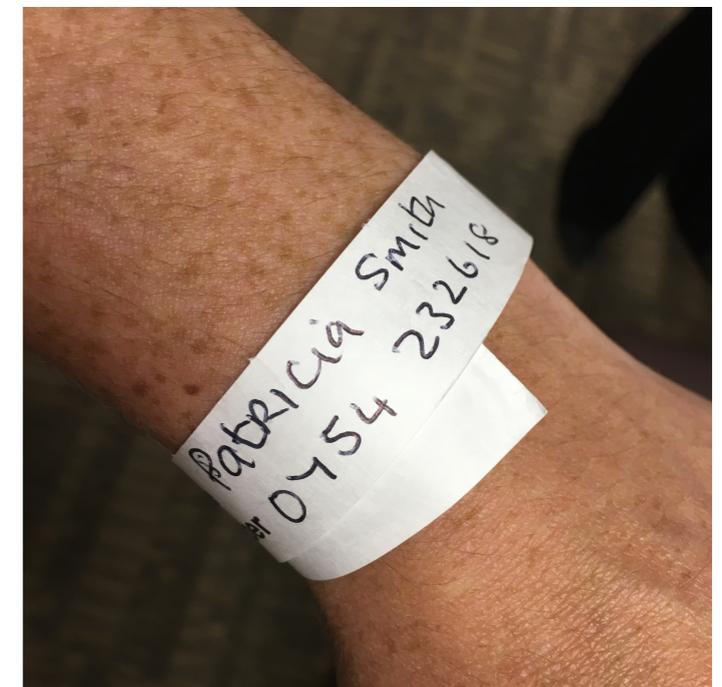
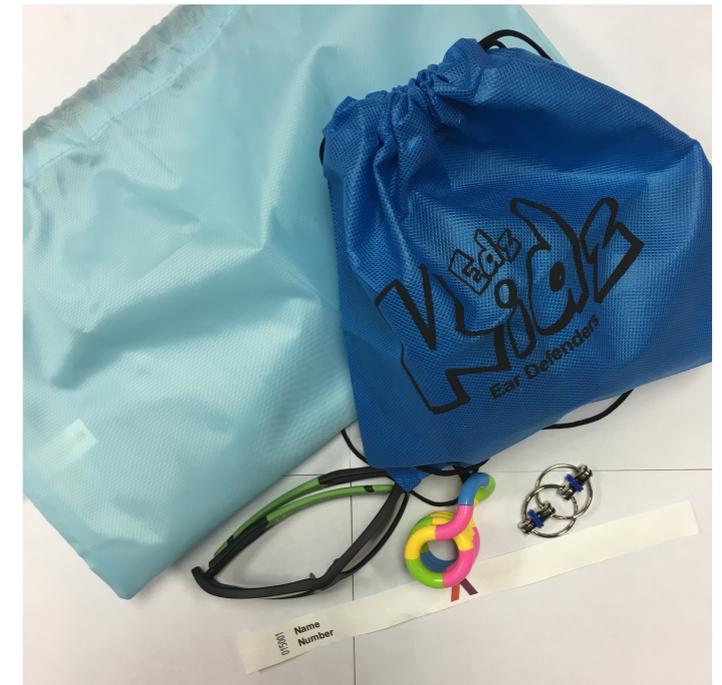
- Security Personnel
- Housekeeper

I can show my ICE Wristband and the person will be able to read the number and ring \_\_\_\_\_.

The person will request over the phone or walkie-talkie that a Public Service Announcement is made.

I will then hear a voice over the loud tannoy calling my parent / carer to come meet me at a specific location.

My parent / carer will then come pick me up.



If you need help when at Abbey Centre look out for;  
Our customer service trained Security Personnel and House Keeping.



Security Personnel patrol the mall. They wear light purple shirts and dark purple ties and carry lots of equipment.

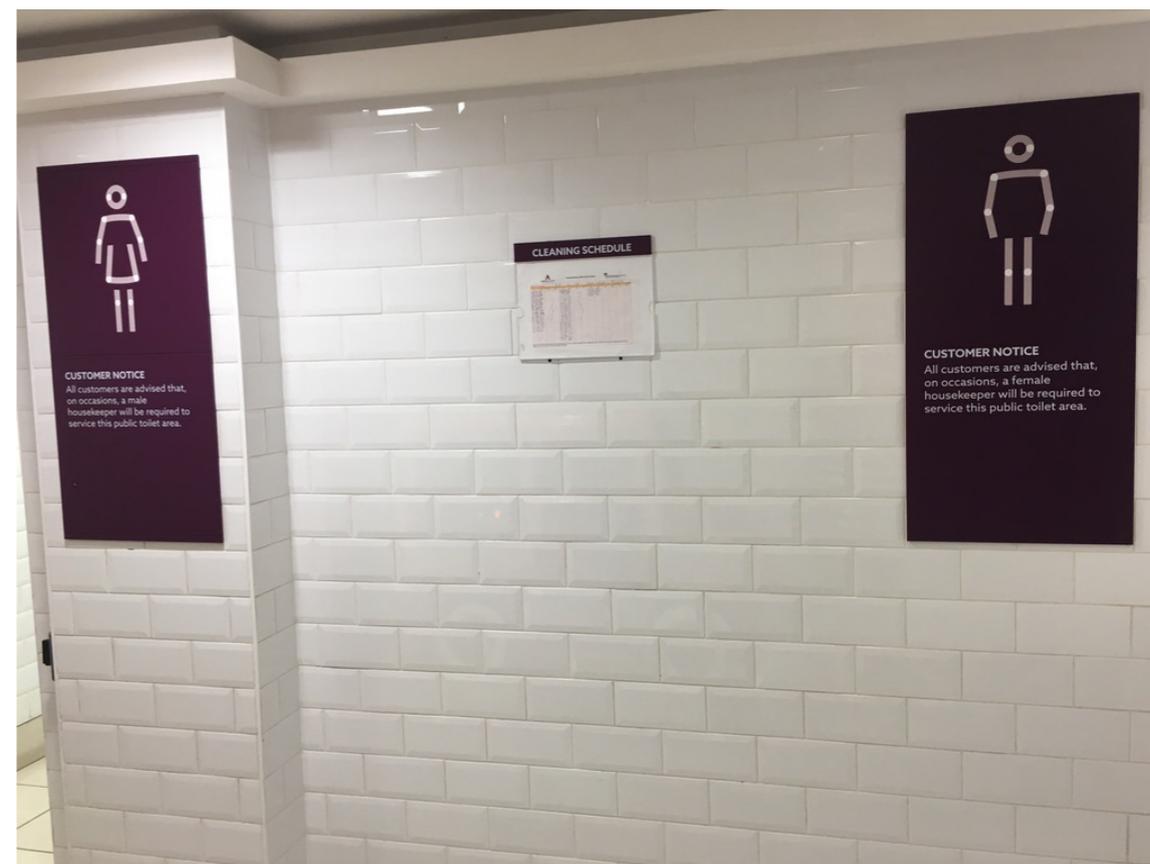


Housekeepers patrol the mall pushing yellow cleaning carts. They wear navy uniforms.

The image shows two activity sheets from Abbey Centre. The left sheet is yellow and titled "SHOPS WE ARE VISITING TODAY" in pink text. It features a dashed white border and a list of 10 numbered boxes (1-10) for writing. The right sheet is pink and titled "OUR SHOPPING LIST" in blue text. It also features a dashed white border and a list of 10 numbered boxes (1-10) for writing. Both sheets have the Abbey Centre logo in the top right corner.

There are lots of shops at Abbey centre. I can help plan my visit using the 'Shops We Are Visiting Today' activity sheet. When I am finished in a shop I can tick it off my list and see where else we have to go. Sometimes we might need to visit an extra shop if this happens it is ok, we can just write the extra shop in.

I can also create a shopping list of items we need using a 'Shopping List' activity sheet. I might like to write in what we are going to buy at Abbey Centre. For example, maybe I am going for a new pair of shoes or maybe mum needs to buy something for the house.



If I need to use the bathroom during my shopping trip I can visit the toilets.  
The symbols on the wall will let me know which one to use.  
I can follow the hand washing visuals on the wall.

Please note that the hand dryers can be noisy.





If I feel like I need a break in a quiet place when in Abbey Centre, my parent / carer can request assistance from;

- Security Personnel
- Housekeeper

The Abbey Centre helper will then lead us to a nice, quiet space where I can relax and feel calm.

Once settled, we can then continue our shopping journey.

**I will have a nice time when I visit Abbey Centre!**